

MEMORANDUM

TO: Chairman Pat Miller
Director Debi Tate
Director Sara Kyle
Director Ron Jones

FROM: Eddie Roberson, Jr.
Chief, Consumer Services Division

DATE: September 14, 2004

RE: CONSUMER SERVICES DIVISION MONTHLY REPORT-AUGUST¹

Regulated utility complaints received and investigated in August	189
Non-regulated complaints received and investigated in August:	2
Number of follow-up investigations made in August:	394
Year-to-date regulated utility complaint total:	
1,877	
Number of Telemarketing complaints investigated in August:	30
Year-to-date Telemarketing complaints	299
Year-to-date total of Tennesseans signed up for Do Not Call Register:	1,495,443
Number of active telemarketing solicitors:	493
Number of Do Not Fax complaints investigated in August:	268
Year-to-date total of Do Not Fax complaints	
1,245	
Year-to-date total TDAP devices ordered:	999
Number of calls to MCI Relay Center Intrastate: 51,494	Interstate: 5,703
	57,197

¹ Data in this report may change as information is updated.

Regulated Table

(Number of Regulated complaints received in August 2004)

Telephone Company's

1. BellSouth	75
2. CenturyTel	3
3. Frontier/Citizens	2
4. Millington	1
5. TDS	2
6. United	1
7. Sprint United Telephone Co.	10

CLECS

1. AT&T Business	6
2. Birch	1
3. MCI	4
4. New South	1
5. Williams Communications	1
6. XO	1
7. Xspedius	3
8. Z-Tel	1

Regulated Complaints for NR Companies

1. AmericanFone	1
2. AOL Internet Service	1
3. Nationwide Connections	1
4. Skynet	1
5. Teleport	1
6. Telseven	1
7. USA Voicemail	1
8. Venus Voice Mail	1

Non-Regulated Complaints

1. BellSouth	2
2. AT&T Residential	1

Resellers

1. 011 Communications	1
2. Alliance Group Services	1
3. Budget Phone	1
4. CommSouth/EZ Tel Companies	1
5. Delta	1
6. Evercom	1
7. Excel	4
8. EZ Talk	1
9. Global Crossing	1
10. Global Tel	1
11. GTC Telecom	1
12. ITC	1
13. NCIC	2
14. Opticom	1
15. PowerNet	1
16. Qwest	1
17. Time Warner	1
18. Touchtone Communications	1
19. Vartec	1

Long Distance

1. AT&T Residential	36
2. AT&T Slam	2
3. MCI	7
4. NECC	1
5. Sprint Long Distance	13

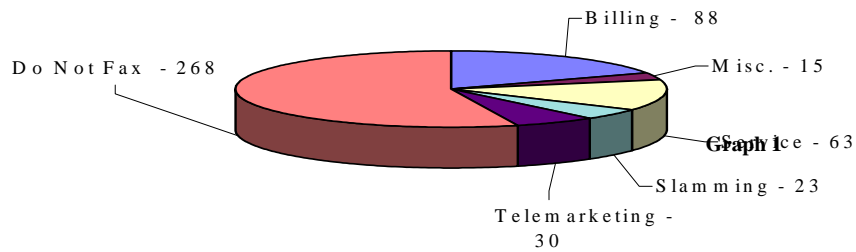
Gas, Water & Electric

1. Atlanta Gas	1
2. Atmos Energy	2
3. NGC	1

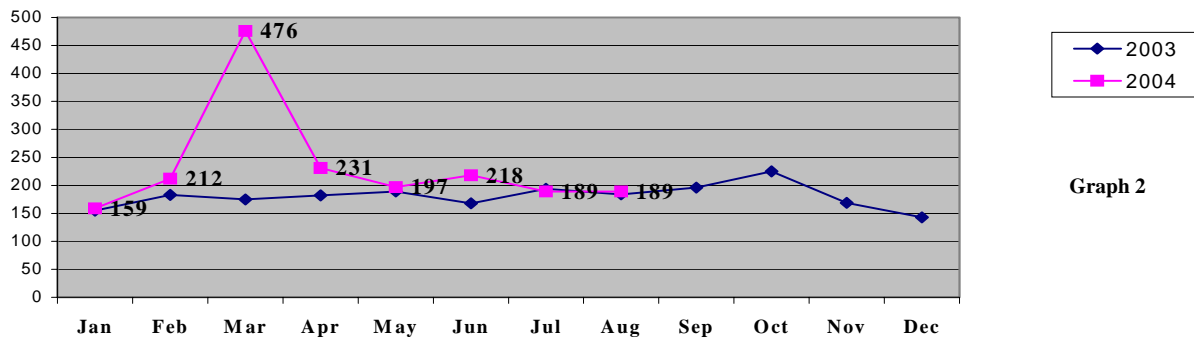
Billing Agents

1. ILD Telecommunications	1
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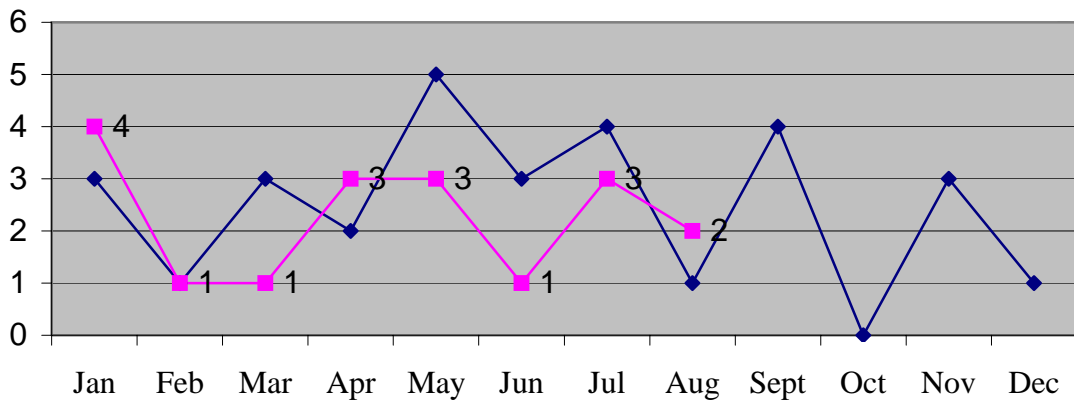
Regulated Complaint Totals for August



Regulated Utility Complaints from 2003 -2004



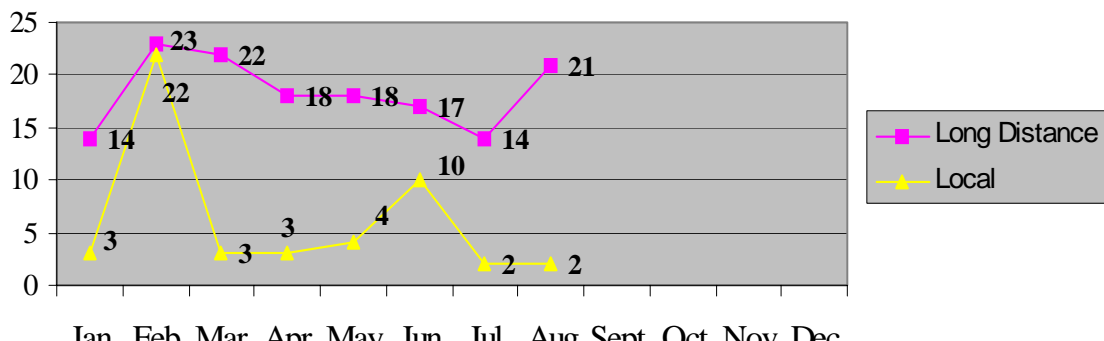
Graph 2



Delayed Installation of
New Service –
2003 -
2004

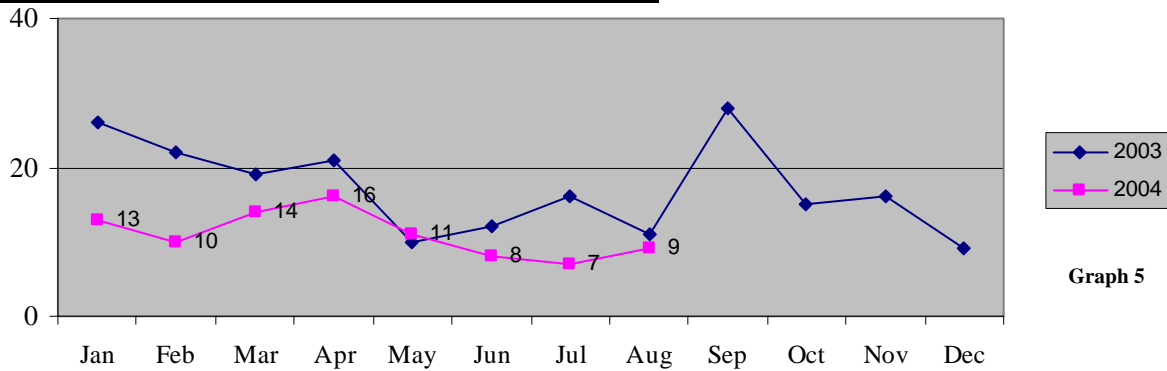
Graph 3

Slamming Totals: (Highest Number of Slamming Complaints for the Month of August: Sprint LD: 10)



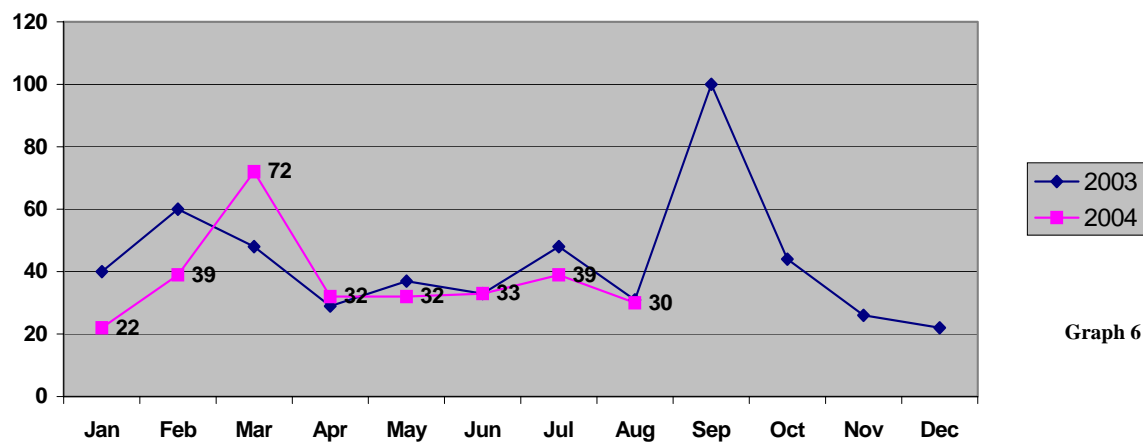
Graph 4

County Wide Calling Complaints from 2003-2004



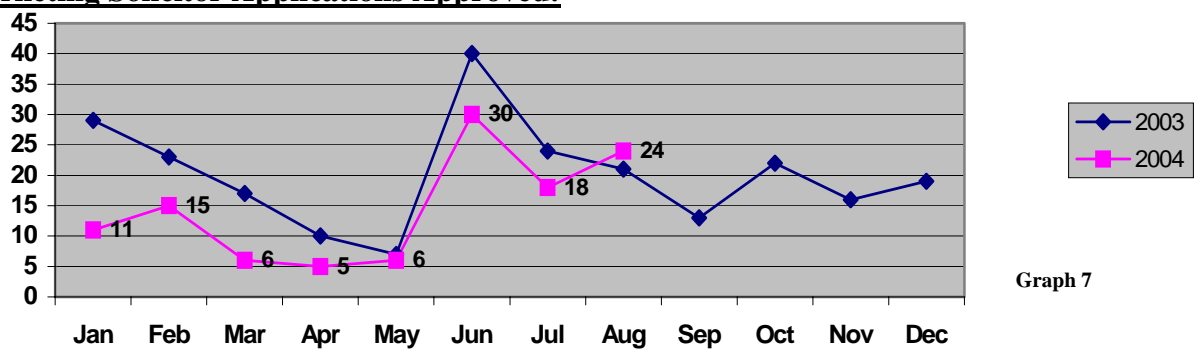
Graph 5

Telemarketing Complaints: (Most Complaints: *Debt Solutions: 13*)



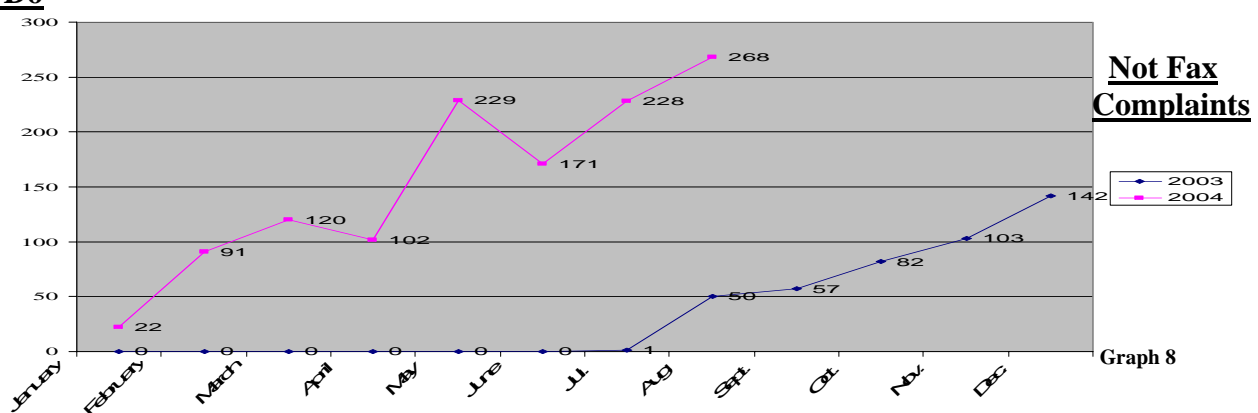
Graph 6

Telemarketing Solicitor Applications Approved:



Graph 7

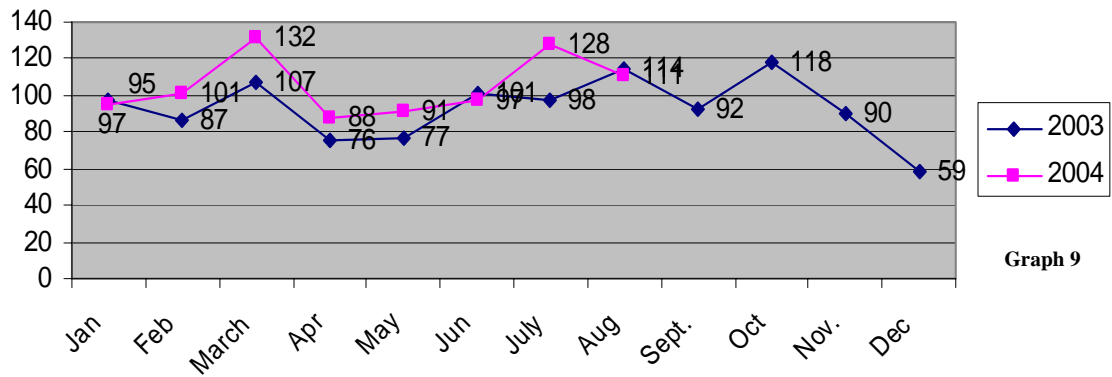
2004 Do



**Not Fax
Complaints**

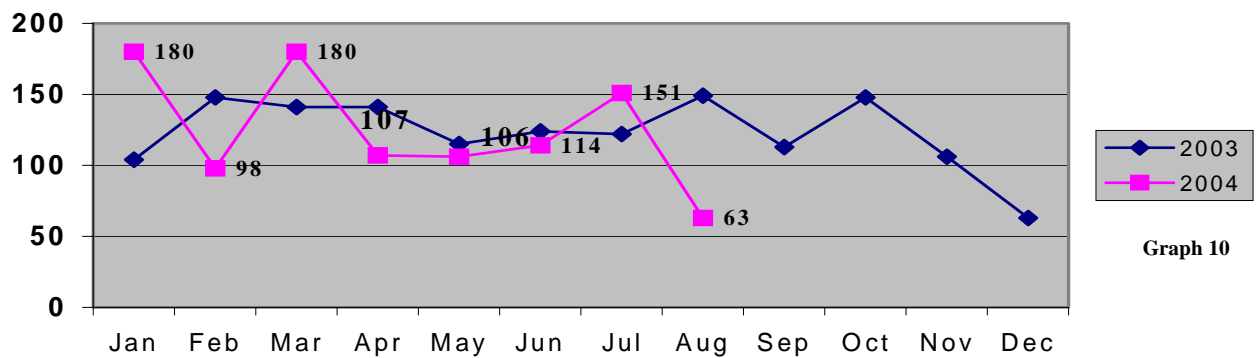
Graph 8

TDAP Applications Approved:



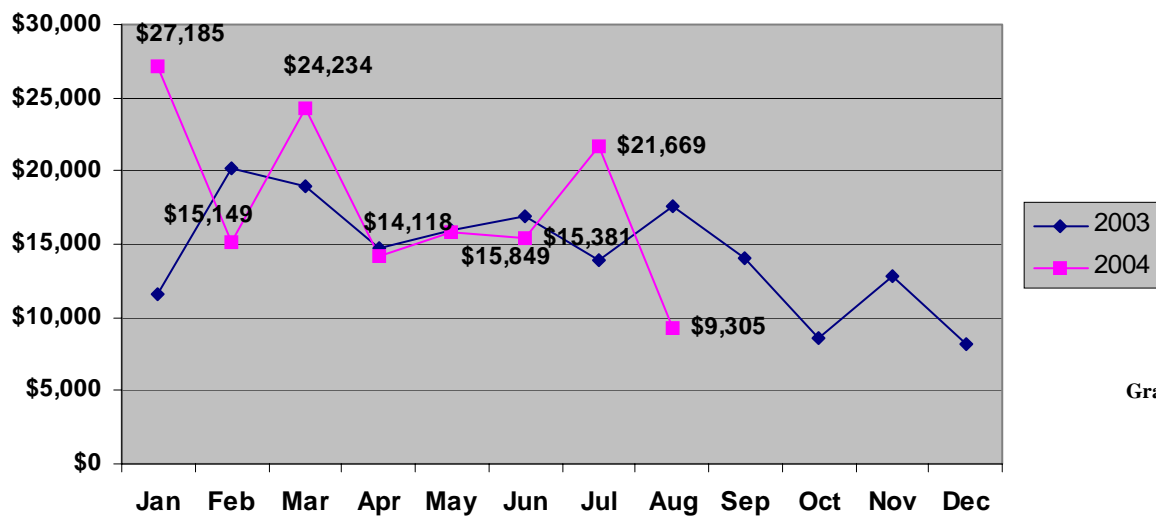
Graph 9

TDAP Devices Ordered:



Graph 10

Total Cost of TDAP Devices Ordered:



Graph 11